

**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

NC-TOPPS

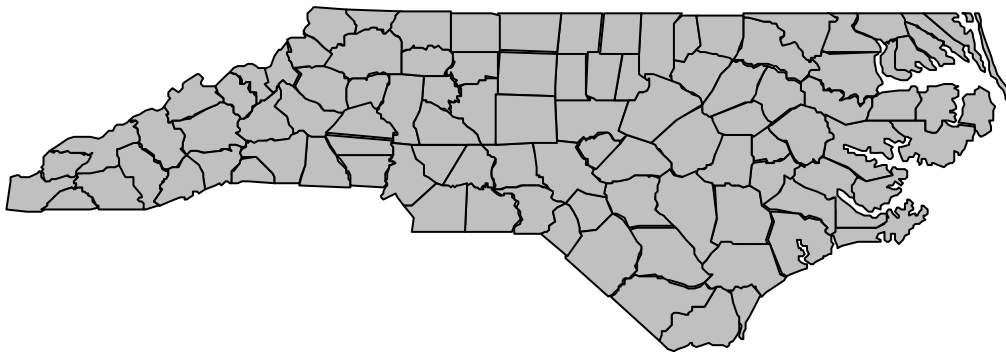
North Carolina Treatment Outcomes and Program Performance System

**Adult Mental Health Consumers
Southeastern Center LME**

Initial Interview Matched to 3-Month Update Interview

Initial Interviews Conducted: January 1, 2006 through December 31, 2006

Note: Includes matching Update Interviews through June 2007.



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NC DHHS

July 2007



Matched Initial/Update Report

This feedback report is available to Local Management Entities, providers and the NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services on data gathered for mental health consumers through the North Carolina Treatment Outcomes and Program Performance System (NC-TOPPS). This report provides information gathered through the online NC-TOPPS Initial and Update Interviews. It provides six or seven pages of charts, tables and text information on consumers' demographic characteristics, symptoms, behaviors and activities, service needs, supports and barriers, family and housing issues and outcome measures collected through an interview with the consumer during treatment. It should be noted that not every data element or response category on the NC-TOPPS Interviews are displayed in this report.

Please note that the charts and tables may not always match online queries that you may conduct. The data used in these reports will not necessarily reflect the same points in time. In addition, NDRI who produces these reports cleans the data and removes apparent duplicates prior to preparing the tables and charts.

Additional information about NC-TOPPS and pdf copies of the online NC-TOPPS interviews are located at:

<http://nctopps.ncdmh.net/>

General Information on Interpreting Tables

| | |
|---|---|
| Types of Statistics | <p>► A <u>count</u> shows the actual number (often designated by the letter "n") of clients.</p> <p>► A <u>percentage</u> is the number of clients with a characteristic or behavior divided by all the clients in the group of interest multiplied by 100. Percentages will be designated with a % sign next to the number.</p> <p>► An <u>average</u> is the sum of a set of numbers divided by the number of numbers in the set. When a number in a cell is an average, the word average will appear in the row descriptor.</p> <p>► A <u>median</u> is the middle number in a set of numbers, arranged from lowest to highest. For example, the median for the following numbers: 9, 12, 12, 15, 17, 20, 22, 23, 25, 28, 31, 35, 62 is the bolded number, 22. Medians are important measures of central tendency, especially when a mean may be skewed by a very high or very low value. When a number in a cell is a median, the word median will appear in the row descriptor.</p> |
| Missing Data | For many of the NC-TOPPS forms entered, a particular item or question may have been left blank. In calculating the means, medians, and percentages in cells of questionnaire items, this missing data is excluded from the calculation. For example, program X may have submitted 50 interviews but in 2 of the interviews, gender was left blank. When the percent of males is calculated, the 25 males are shown as 52% ($25/48 \times 100$). |
| Denominator | The denominator for nearly all percentages is the number of cases shown on the bottom left of the page minus item missing data. All exceptions to this general rule are specifically noted with appropriate text in the graphic or table. This text will state which group is included or excluded from the denominator, such as "of those in the labor force" or "of those with children." |
| Multiple Response | "Multiple response" indicates a "mark all that apply" type question in which more than one response to a question is allowed. The total of responses may add to greater than 100%. Examples are health insurance or target population. This is in contrast to items such as gender where only a single response is allowed. |
| Time periods of behaviors measured | Behaviors are measured at several time periods including the past year, the past 6-months, the past 3-months, the past month, or since last assessment. For the Initial Assessments, the time periods can generally be construed to mean the time period before treatment begins. For the Update Assessments the time is measured from the time at which the interview occurs back one month, 3-months, or since the last assessment. |
| Definitions of terms | The Appendix at the end of the report gives definitions of acronyms, abbreviations, and other terms used in this report. |
| Notes: | Mental Health consumers who are also being treated for substance abuse (co-occurring) are included in this report. |

Southeastern Center LME Adult Mental Health Consumers
Initial Interview Matched to 3-Month Update Interview
Initials Conducted January 1, 2006 through December 31, 2006

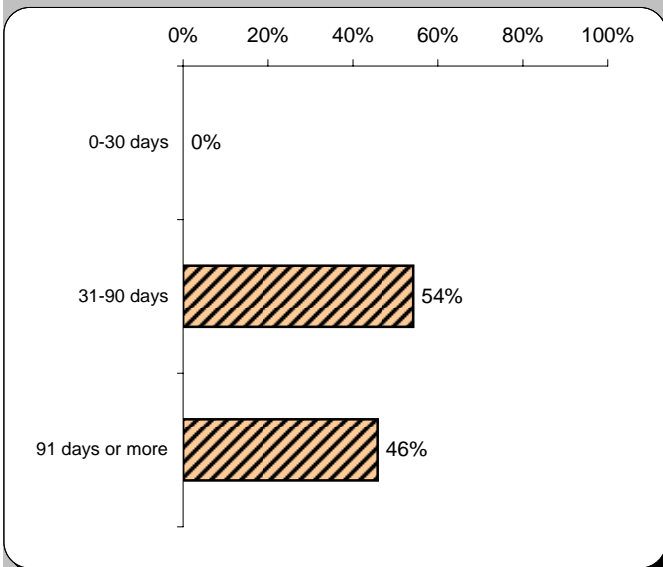
This table shows the number of matched consumers in this report by provider. This is the number of Initials done during the calendar year 2006 for whom there was a 3-month update interview conducted by June 30, 2007.

| Provider | City | ProviderID | Number |
|--|--------------|-------------------|---------------|
| ACI Support Specialists | Wilmington | 1072 | 10 |
| Access Family Services, Inc. | Wilmington | 329 | 3 |
| Alpha Omega Health, Inc. | Wilmington | 564 | 28 |
| Assisted Care, Inc. | Wilmington | 528 | 1 |
| Assisted Care, Inc. | Wilmington | 845 | 43 |
| Behavioral Link | Wilmington | 1087 | 1 |
| CNC/Access | Wilmington | 1044 | 10 |
| Carolina Habilitation Services, Inc. | Wilmington | 1192 | 11 |
| Coastal Horizons | Wilmington | 72 | 1 |
| Coastal Horizons / Pender County | Burgaw | 186 | 1 |
| Community Support Professionals | Wilmington | 923 | 77 |
| Community Support Specialist, LLC | Wilmington | 1054 | 15 |
| ELDO, Inc | Wilmington | 980 | 9 |
| East Coast Solutions, Inc. | Wilmington | 1528 | 2 |
| East Coast Solutions, Inc. - Kelly House | Wilmington | 891 | 5 |
| Easter Seals UCP NC | Wilmington | 1169 | 8 |
| Eastern Carolina Case Management | Wilmington | 1034 | 18 |
| Eastern Carolina Case Management, LLC | Wilmington | 1585 | 14 |
| Evergreen Behavioral Management | Bolivia | 1219 | 35 |
| Evergreen Behavioral Management | Wilmington | 829 | 31 |
| Family Perspectives, LLC | Wilmington | 967 | 19 |
| HomeCare Management Corporation | Wilmington | 806 | 19 |
| Learning Perspectives, Inc. | Wilmington | 39 | 6 |
| Life, Inc. | Wilmington | 777 | 20 |
| Mental Health Association in NC | Wilmington | 686 | 53 |
| New Visions/East Coast Solutions | Wilmington | 96 | 4 |
| North Carolina Solutions | Wilmington | 1053 | 27 |
| Preferred Alternatives, Inc | Wilmington | 1214 | 3 |
| Pride in North Carolina | Wilmington | 958 | 9 |
| RHA Health Services | Wilmington | 1202 | 16 |
| SEARISE/East Coast Solutions | Wilmington | 121 | 3 |
| Soul Focus | Wilmington | 1033 | 5 |
| Southeastern Center | Bolivia | 122 | 78 |
| Southeastern Center | Burgaw | 113 | 65 |
| Southeastern Center | Wilmington | 4 | 8 |
| Southerncross Mental Health (formerly known as New Directions, Inc.) | Wilmington | 1071 | 12 |
| TCC/Southeastern Center | Wilmington | 116 | 160 |
| The Circle of Courage Support Services, LLC | Castle Hayne | 1194 | 1 |
| Therapeutic Alternatives, Inc. | Randleman | 875 | 1 |
| Word of Life Outreach, Inc | Leland | 1373 | 5 |
| Youth & Family Alliance, Inc. | Castle Hayne | 1236 | 5 |
| Total | | | 842 |

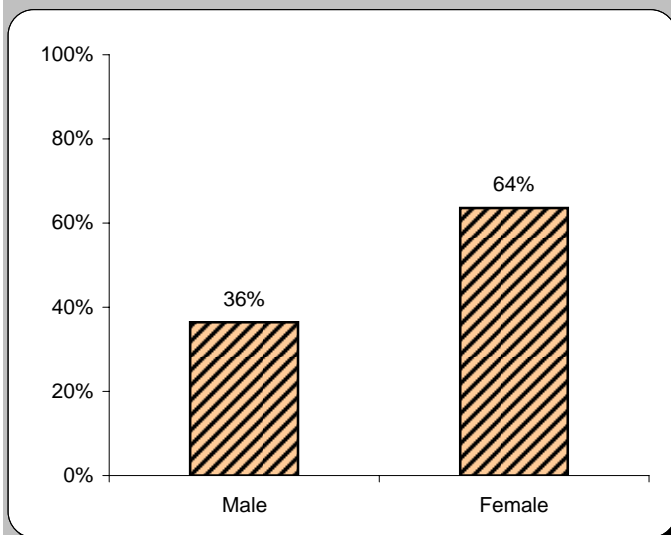
Part I

Part I of this report includes descriptive information about the Initial Interview Matched to 3-Month Update Interview consumers. This information on the types of consumers, time in treatment, types of services needed and being rendered helps in understanding the behavioral changes shown in Part II and Part III of this report.

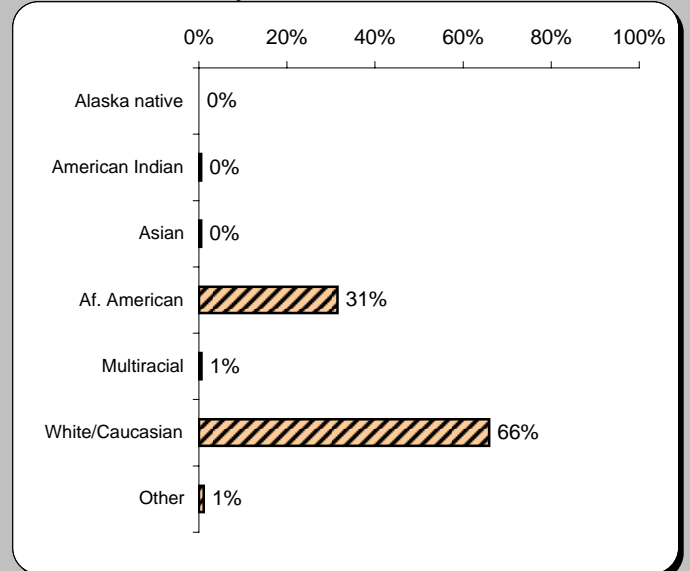
1-1: Days Between Initial and Update Interview



1-2: Gender



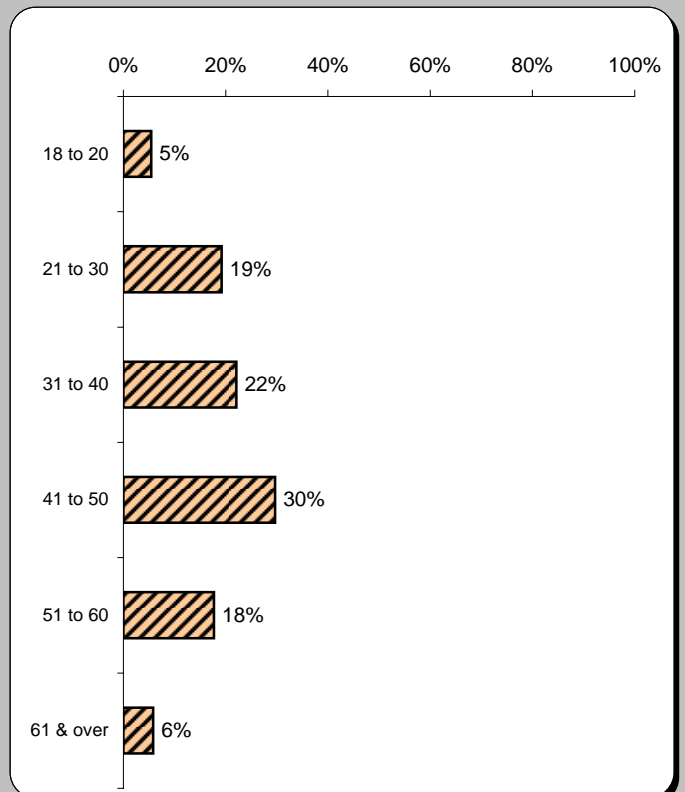
1-3: Race/Ethnicity



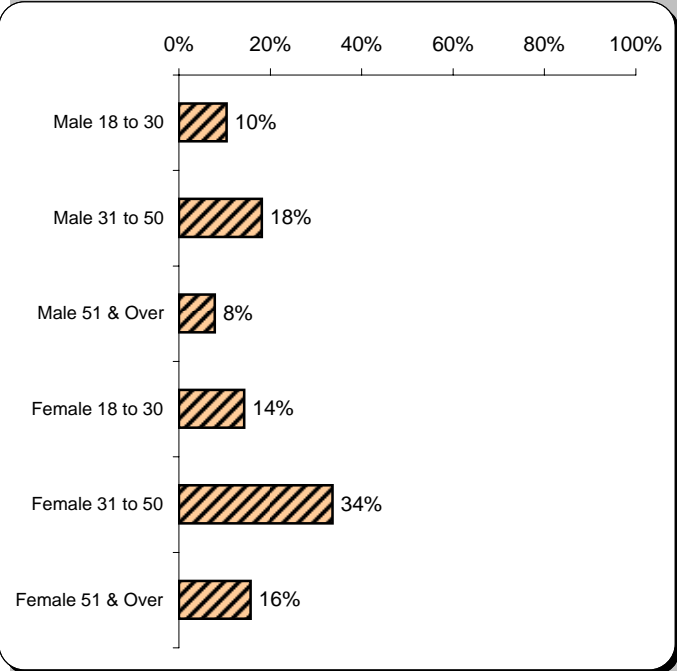
1-4: Hispanic

2% of SE Center consumers are Hispanic.

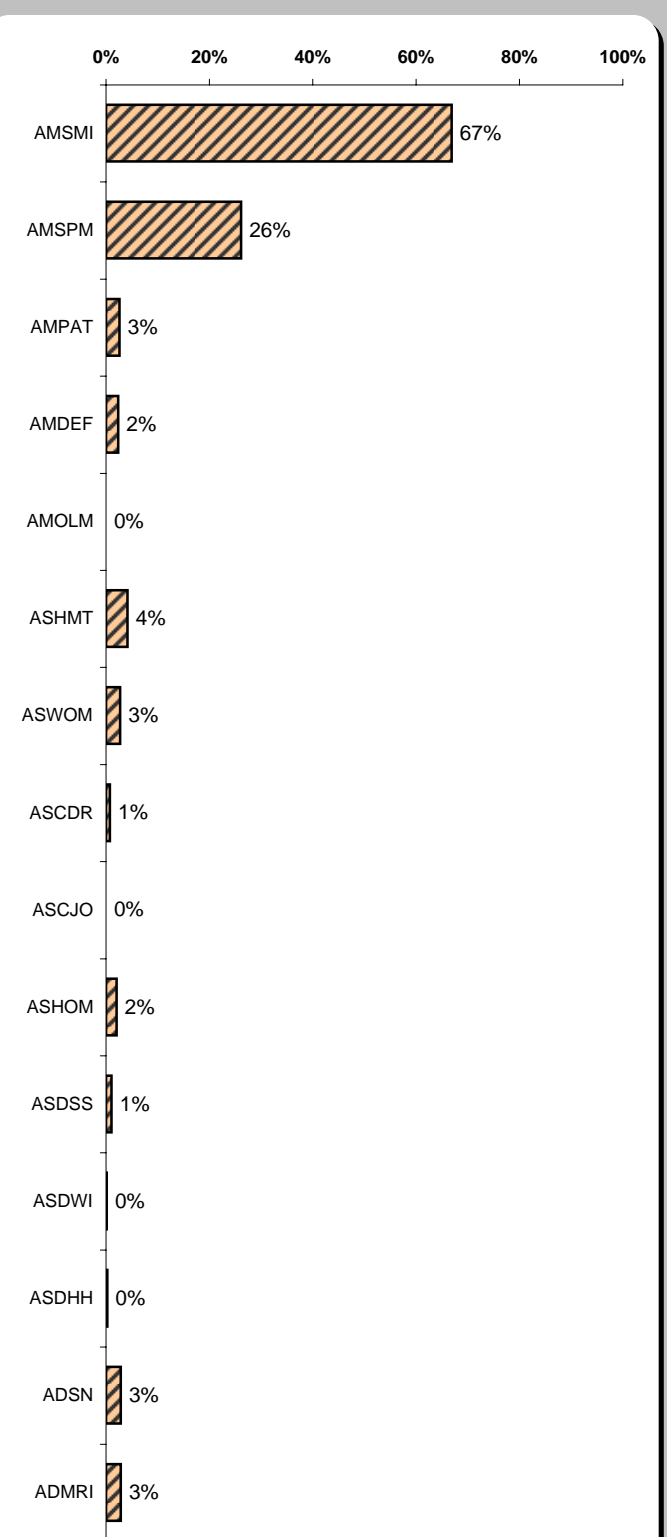
1-5: Age Group



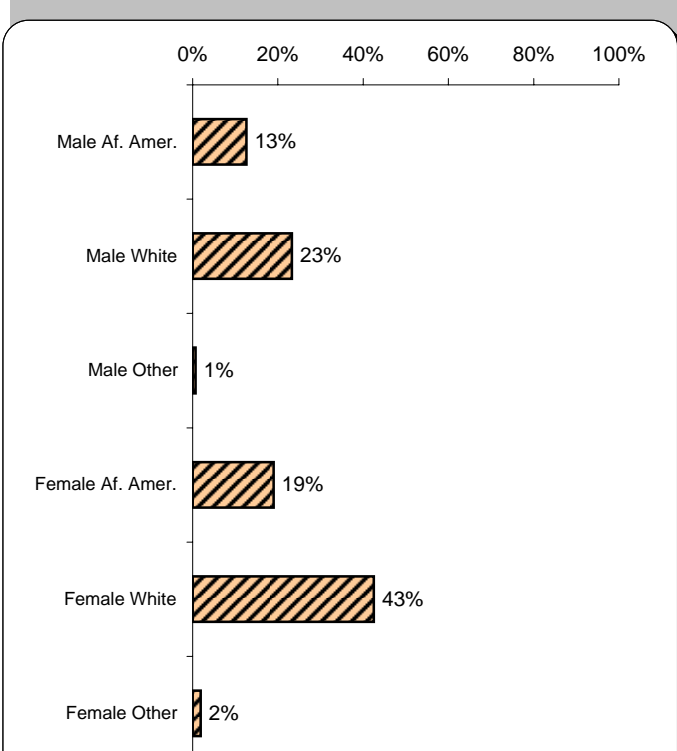
2-1: Gender and Age



2-3: IPRS Target Populations at Update

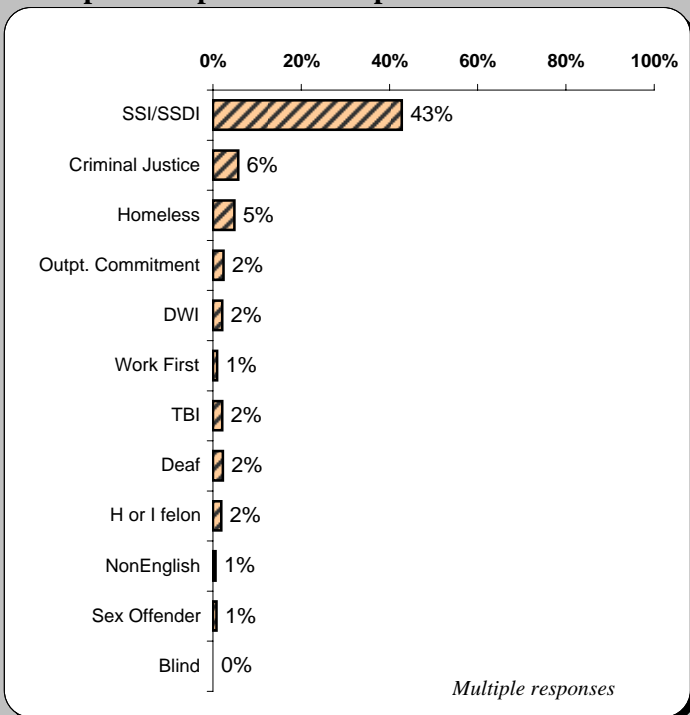


2-2: Gender and Ethnicity

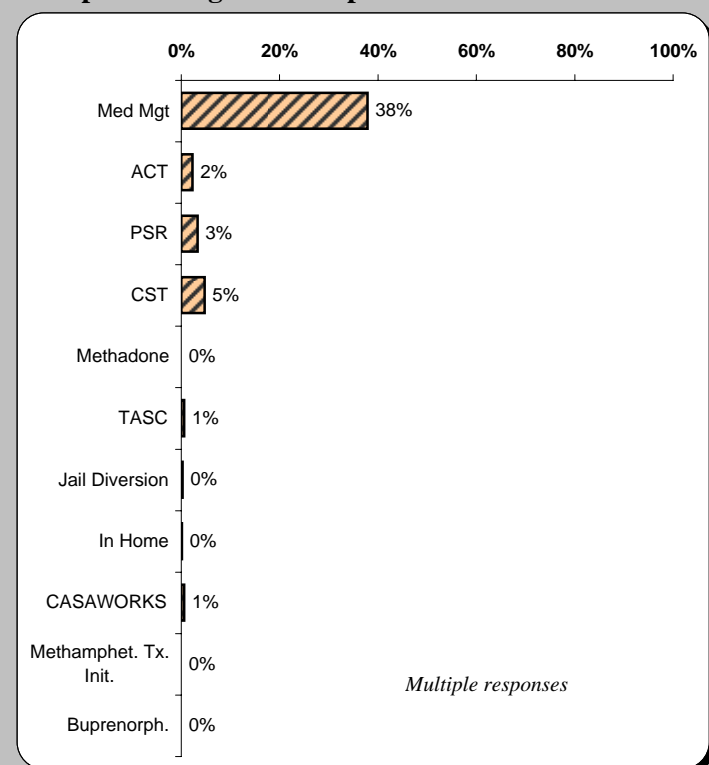


Note: See appendix for definitions of acronyms used on this page.

3-1: Special Populations at Update



3-2: Special Programs at Update

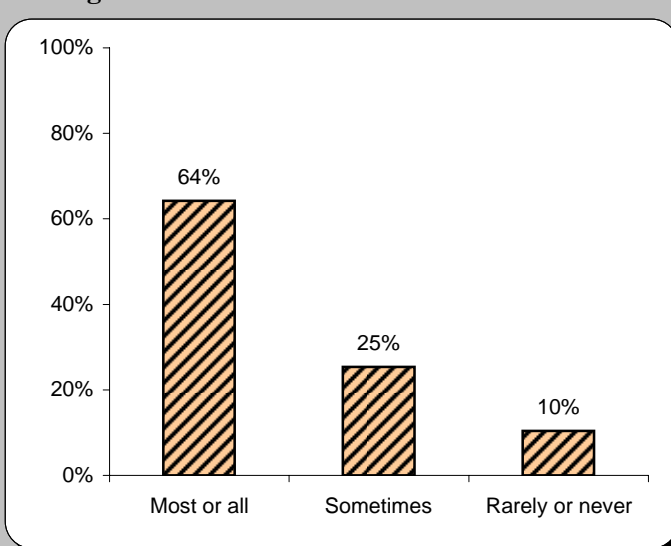


3-3: DSM-IV Diagnoses at Update

| Diagnostic Category | |
|----------------------|-----|
| Major depression | 41% |
| Bipolar disorder | 19% |
| Schizophrenia | 26% |
| Anxiety disorder | 17% |
| PTSD | 13% |
| Personality disorder | 10% |
| Alcohol abuse | 4% |
| Alcohol dependence | 9% |
| Drug abuse | 5% |
| Drug dependence | 10% |

Only most common diagnoses shown. Multiple response

3-4: Attendance at Scheduled Treatment Sessions, During Treatment Since Last Interview

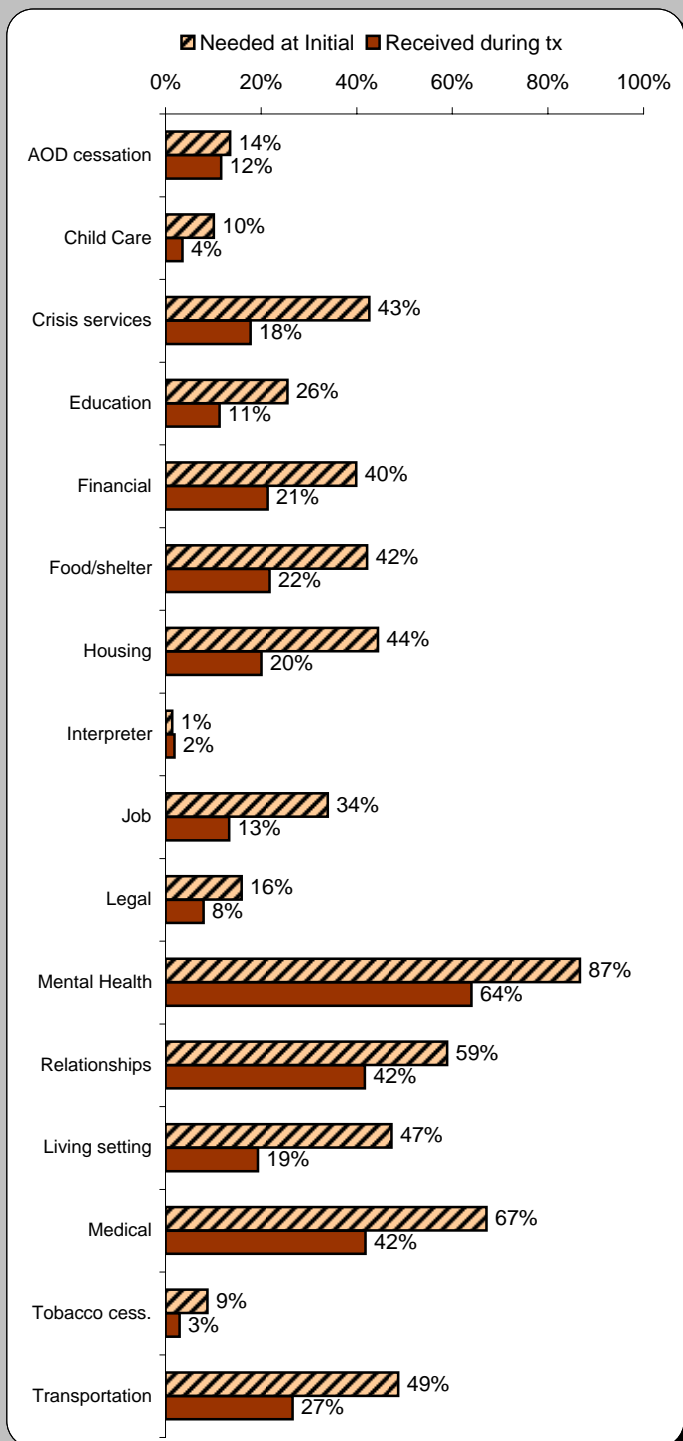


3-5: Family Involvement with Staff Concerning Treatment Services and/or Person-Centered Planning (PCP) During Past 3 Months of Treatment

| Family Involvement with... | |
|-------------------------------|-----|
| Treatment Services and/or PCP | 34% |
| Treatment Services | 32% |
| Personal Care Plan | 18% |

4-1: Services Needed and Received

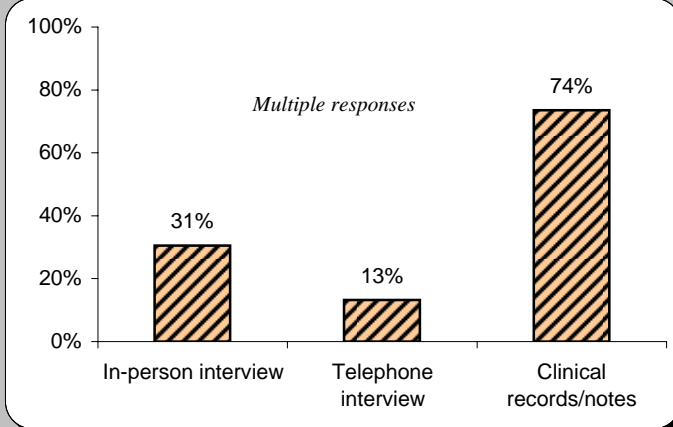
This chart compares information from the Initial Interview about whether a service area is very important to information from the Update Interview about whether the service was received during treatment.



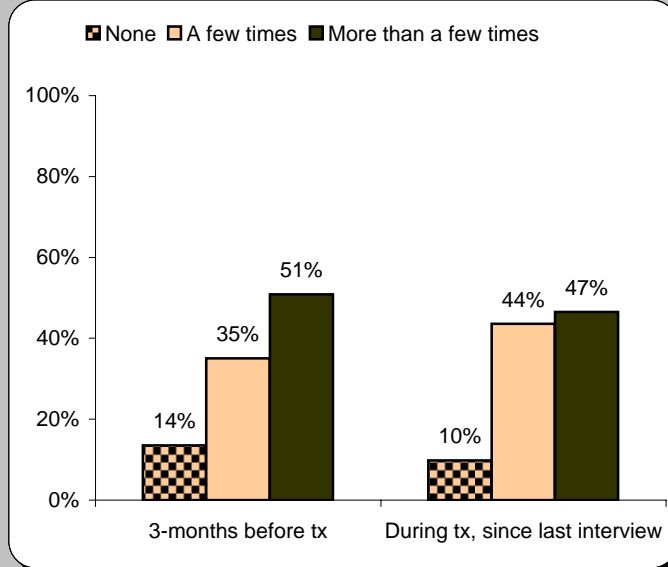
Part II

Charts and Graphs 4-2 thru 5-9 show consumers' employment, daily activities, living situation, substance use, and arrests. Some graphs and tables compare information collected at the Initial Interview with information collected in the Update Interview. Initial Interview information is designed to be collected by means of a personal interview with the consumer. The preferred method for completing the Update items in this section is a personal interview; however, a telephone interview, or clinical records or notes are also used. The following chart shows how it was completed for the current group of consumers:

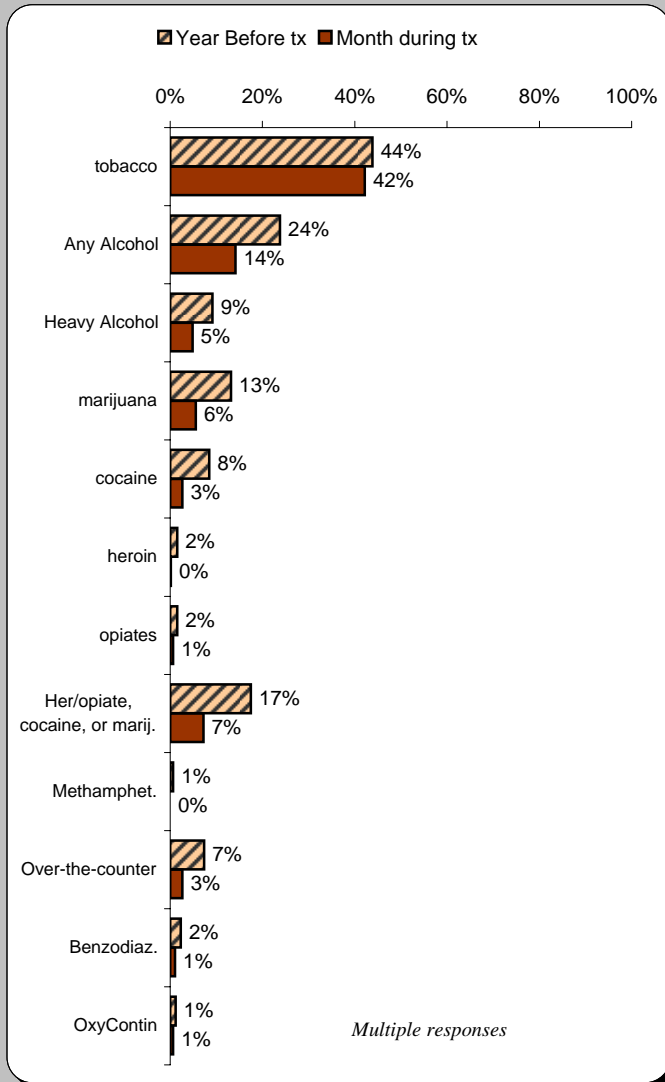
4-2 Update Interview Data Collection Method



4-3: How Often Problems Interfere with Work, School, or Other Daily Activities



5-1: Substance Use in Past Month



5-2: Cigarette Smoking

| | Month before tx | Month during tx |
|----------------------------|-----------------|-----------------|
| Smoke cigarettes | 42% | 41% |
| Smoke a pack a day or more | 19% | 16% |

5-3 Homeless Consumers

| | 3-Months before tx | During tx since last interview |
|-----------------|--------------------|--------------------------------|
| In Shelters | 20 | 16 |
| Not in Shelters | 6 | 7 |
| Total Homeless | 26 | 23 |

5-4: Employment

| | 3-Months before tx | Month during tx |
|--------------------------------|--------------------|-----------------|
| % In labor force | 43% | 44% |
| Of those in the labor force... | | |
| Employed full-time | 15% | 18% |
| Employed part-time | 35% | 35% |
| Unemployed (seeking work) | 50% | 47% |
| Of those working... | | |
| Supported employment | 21% | 19% |
| Transitional employment | 9% | 5% |

5-5: Justice System Involvement

7% of SE Center consumers were under correctional supervision at the time of their Update Interview.

5-6: Arrests

| | 6-months before tx | During tx since last interview |
|--------------------|--------------------|--------------------------------|
| Any arrest | 5% | 1% |
| Misdemeanor arrest | 4% | 1% |
| Felony arrest | 2% | 0% |

5-7: Children Under 18

27% of SE Center consumers have children under age 18.

5-8: Custody Issues During Treatment

| | # Since Last Interview |
|-------------------------------|------------------------|
| Gained custody of child(ren) | 1 |
| Lost custody | 6 |
| Began seeking custody | 4 |
| Stopped seeking custody | 0 |
| Continued seeking custody | 17 |
| New baby removed from custody | 0 |

5-9: DSS Investigations During Treatment

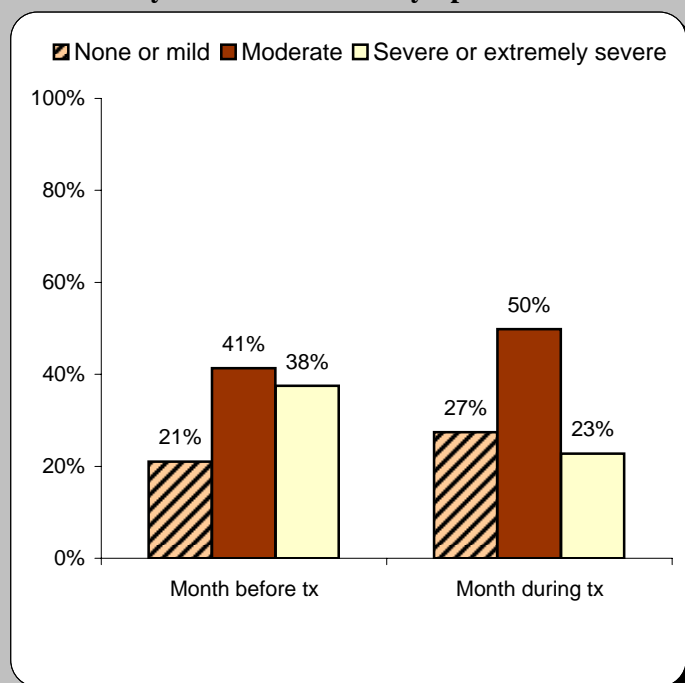
| | # Since Last Interview |
|---|------------------------|
| Consumer investigated by DSS for child abuse or neglect | 11 |
| Investigation was due to infant testing positive on drug screen | 0 |

Part III

Charts and Graphs 6-1 thru 7-3 compare Initial Interview information with information from Section III of the Update Interview. Section III has questions that must be answered by the consumer. If the consumer is not available, these items are skipped and left blank. Therefore, these items often represent the responses of fewer consumers.

*** 303 of the 842 (36%) of SE Center Update Interviews included a personal interview with the consumer.**

6-1: Severity of Mental Health Symptoms



6-2: Psychotropic Medications at Update

85% of SE Center consumers have a current prescription for psychotropic medications. Of those, 87% take their medication as prescribed all or most of the time.

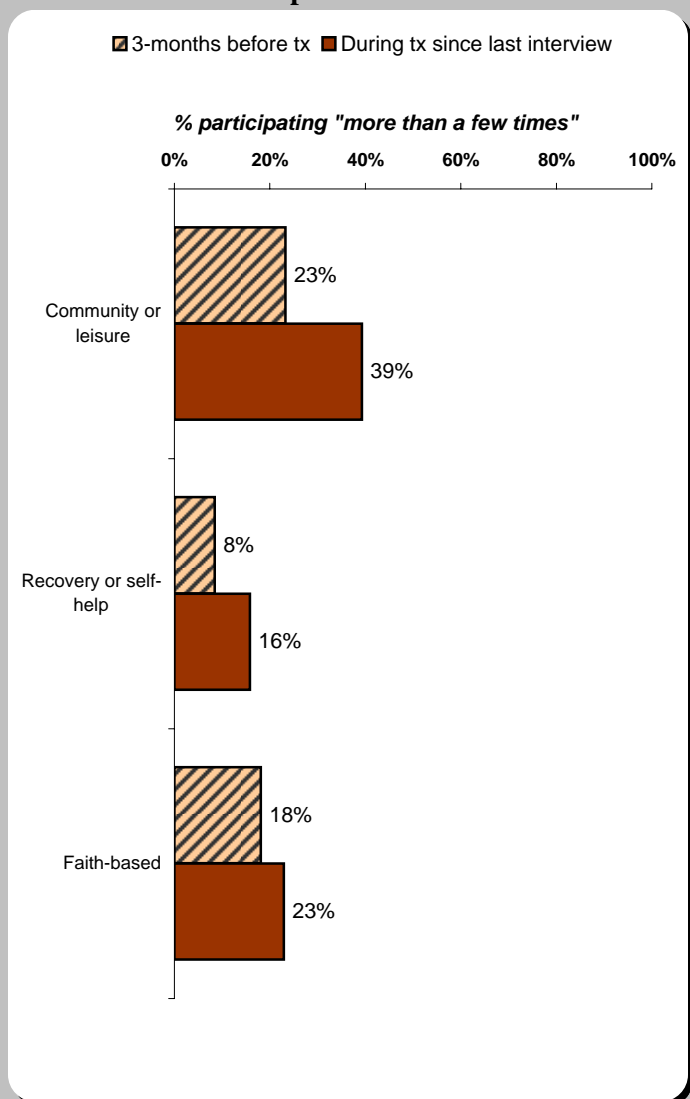
6-3: Experienced Violence

| | 3 Months before tx | During tx, since last interview |
|-------------------|--------------------|---------------------------------|
| Physical violence | 8% | 3% |
| Sexual violence | 1% | 3% |

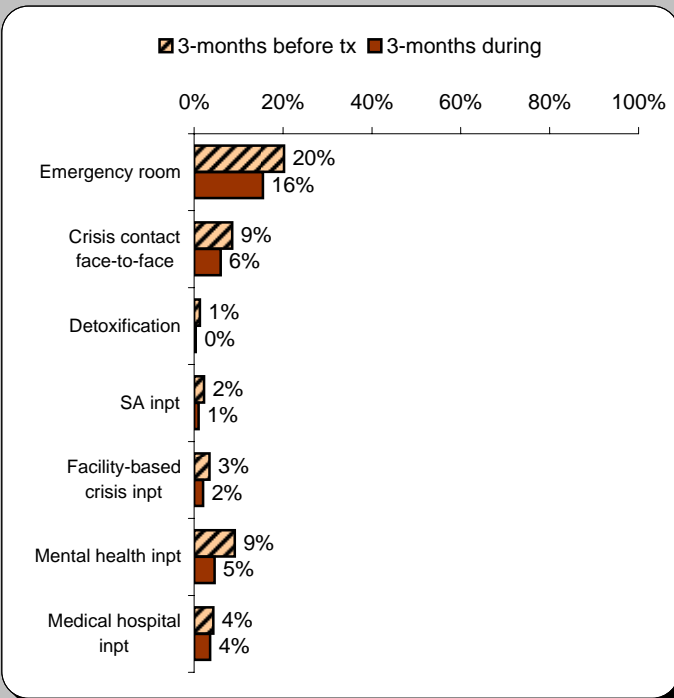
6-4: Behavior Problems and Symptoms

| | 3 Months before tx | During tx, since last interview |
|------------------------------------|--------------------|---------------------------------|
| Suicidal thoughts | 32% | 21% |
| Tried to hurt or cause self pain | 10% | 7% |
| Risky Sexual activity | 7% | 5% |
| Hit/physically hurt another person | 8% | 4% |

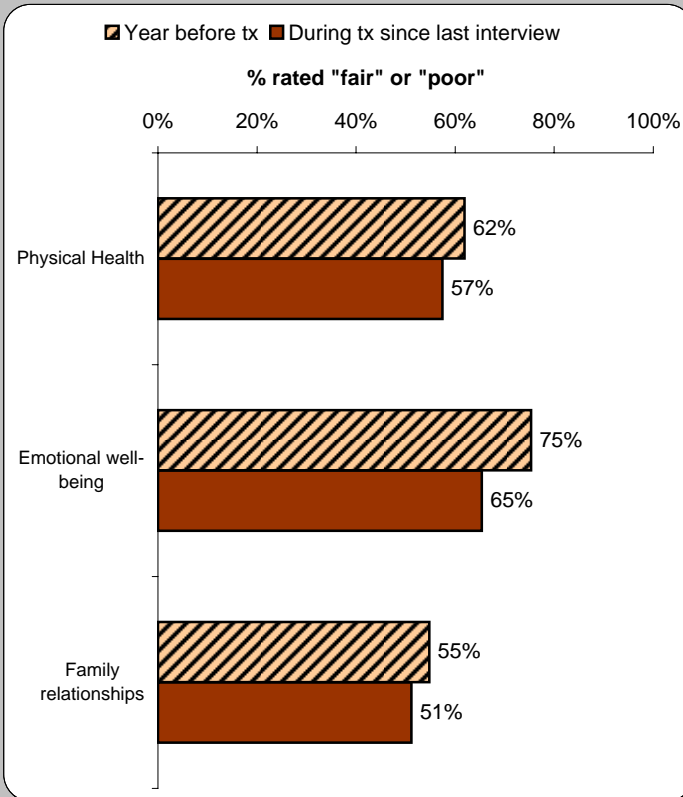
6-5: Consumer Participation in Positive Activities



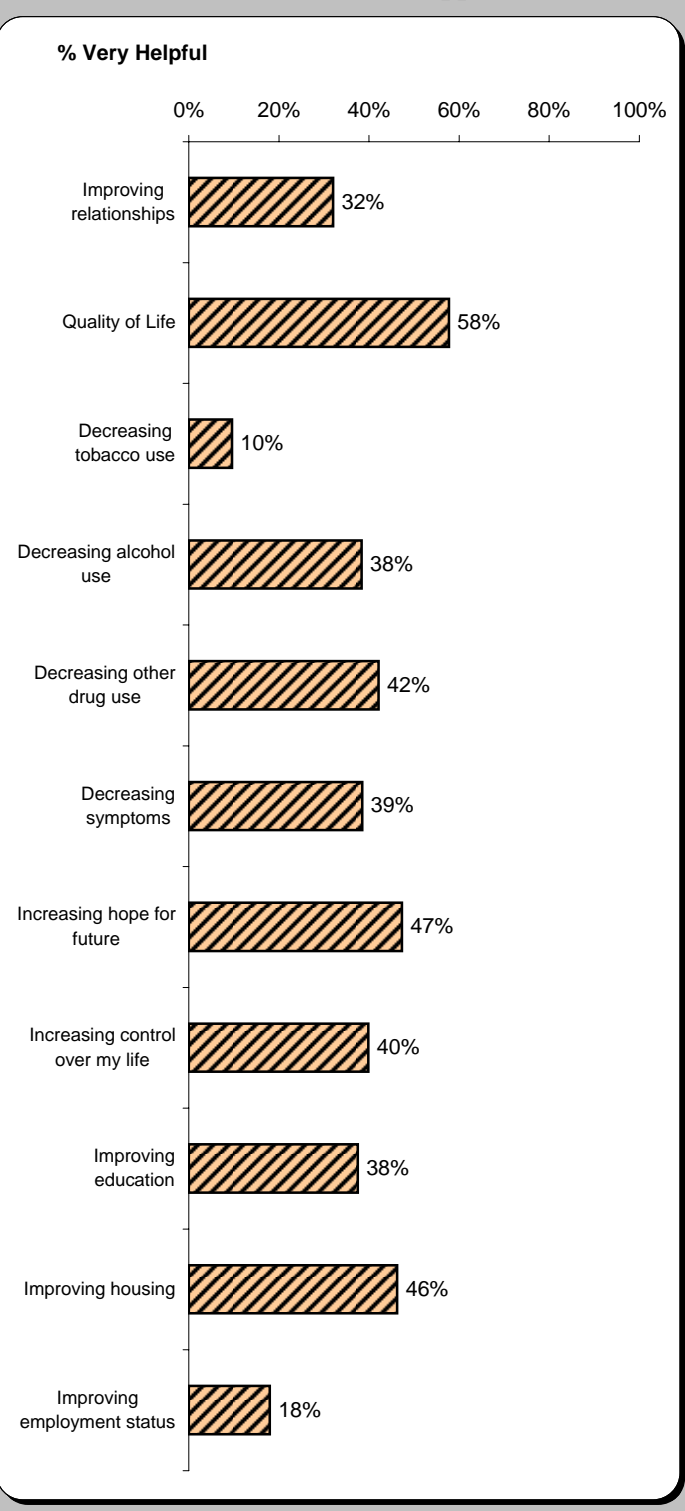
7-1: Health Care Received



7-2: Consumer Ratings on Quality of Life



7-3: Helpfulness of Program Services (of those for whom the service is applicable)



Note: Zero percent may indicate not applicable for all consumers.

| Acronym or Term | Definition |
|------------------------|--|
| ACT | Assertive Community Treatment |
| ADMRI | Target population: Adult with both mental retardation and mental illness |
| ADSN | Target population: Adult with Developmental Disability |
| Af American | African American |
| AMOLM | Target population: Adult consumer receiving Olmstead services |
| AMPAT | Target population: Adult MH consumer who is homeless (PATH program). |
| AMSMI | Target population: Adult with serious mental illness |
| AMSPM | Target population: Adult with serious and persistent mental illness |
| AOD | Alcohol or other drugs |
| ASCDR | Target population: Adult SA injection drug user at risk for communicable disease |
| ASCJO | Target population: Adult SA who is a criminal justice offender |
| ASDHH | Target population: Adult SA consumer who is deaf or hard of hearing |
| ASDSS | Target population: Adult SA consumer who is involved with DSS |
| ASDWI | Target population: Adult SA consumer who is receiving DWI offender treatment |
| ASHMT | Target population: Adult with a chronic substance abuse disorder |
| ASHOM | Target population: Adult SA consumer who is homeless |
| ASWOM | Target population: Adult SA consumer who is pregnant or has dependent children |
| Assessmt | Assessment |
| Benzodiaz. | Benzodiazepine(s) |
| Buprenorph. | Buprenorphine |
| CASAWORKS | Residential program initiative designed to help substance abusing women |
| Cauc. | Caucasian |
| Crim. Justice or CJ | Criminal Justice |
| CST | Community support team |
| Detox | Detoxification |
| DSM | Diagnostic and Statistical Manual (Edition IV) |
| DSS | Division of Social Services |
| DWI | Driving while Impaired |
| GED | General Education Diploma (High School Equivalency) |
| H or I felon | Class H or I felon (controlled substance) who applied for food stamps |
| Her | Heroin |
| HS | High School |
| Inpt. | Inpatient |
| Marij. | Marijuana |
| Med. Mgmt. | Psychiatric medication management services |
| Methamphet. | Methamphetamine(s) |
| Methamphet. Tx. Init. | Methamphetamine Treatment Initiative |
| MH | Mental Health |
| Outpt. Commitment | Outpatient Commitment |
| PSR | Psychosocial rehabilitation |
| PTSD | Post-traumatic Stress disorder |
| SA | Substance Abuse or Substance Abuser |
| SSI/SSDI | Supplemental Security Income or Social Security Disability Insurance |
| TASC | Treatment Accountability for Safer Communities |
| TBI | Traumatic brain injury |
| Tx | Treatment |
| Work First | DSS program for temporary assistance to needy families |

Note; Refer to web page for more complete definitions of target populations:

<http://www.dhhs.state.nc.us/mhdd/sas>